



Cumberland Council

Post Specification

Date	January 2024
Post Group Number	8125
Post Title	Tenancy Sustainment Officer
Job Family	People Care and Development
Job Family Role Profile	PCD7
Final Grade	Grade 8 (inc JWC's)

To be read in conjunction with the job family role profile

Service Area description

This role supports the Housing Services engaged in the delivery of the statutory fulfilment of the Council's duties under the Housing Act 1996 and Homeless Reduction Act 2017; and in the delivery of Cumbria's Rough Sleeping Strategic Action Plan as part of the wider Homeless Prevention and Rough Sleeping Strategies.

This role is part of a Countywide externally funded Government project being delivered within Cumberland Council; delivering coordinated personalised targeted operational support to people identified as rough sleeping or at risk of rough sleeping including new refugees and supporting national and local strategies aimed at ending rough sleeping and preventing homelessness.

Purpose of this post

- Supporting a caseload of individuals providing tenancy sustainment support to sit alongside homes that are let to rough sleepers leaving the street, former rough sleepers leaving hostels and emergency accommodation, and those at imminent risk of sleeping rough including new refugees, as part of a rapid rehousing pathway.
- Provide high quality, efficient, and effective engagement and support services to clients who may be at risk of losing their accommodation and, in some cases, returning to rough sleeping and the accompanying vulnerability that this presents.
- To support the key priorities within the Homelessness Prevention and Rough Sleeping Strategy initiatives and delivery plans to prevent homelessness where possible end rough sleeping in Cumberland. Focused interventions include improving links and services to people identified who are leaving institutions such as prison and hospital with no address; new refugees and to support people in temporary accommodation (TA) at risk of rough sleeping to access the correct support needed to sustain housing tenancies and increase rehousing options.
- To identify the needs of complex / repeat homelessness and rough sleepers and manage a caseload, steering interventions and redirecting services as appropriate; including monitoring, providing analysis and report on key data, and deliver initiatives to inform service developments focused on preventing homelessness and ending rough sleeping.

Key job specific accountabilities

- Supporting a caseload of individuals providing tenancy sustainment support to sit alongside homes that are let to rough sleepers leaving the street, former rough sleepers leaving temporary and emergency accommodation, and those at imminent risk of sleeping rough including new refugees. Support will range from low to complex support needs ranging from supporting issues resulting from, but not limited to, drug and alcohol addiction, poor

mental health, financial difficulty, physical health problems and new refugees (non/limited English speaking).

- Providing a level of more intensive support in temporary accommodation (including within B&B as applicable) before delivering support in independent accommodation / longer term supported units and tenancies.
- Ensure that appropriate exit plans are embedded at the beginning of the process, and that former rough sleepers are aware that they have an accessible point of support to address any new or unexpected challenges in sustaining tenancies beyond the agreed support term.
- Carry out comprehensive needs, safety, skills and risk assessments to build a realistic and achievable support plan with the tenant.
- Assist tenants to complete Universal Credit and other welfare benefit applications and ensure their rent is being managed effectively.
- Work in close partnership with all officers within the Homeless Prevention and Accommodation Services to deliver seamless integrated services to customers and addressing complex cases, including the Rough Sleeping Coordinators.
- Create and maintain accurate records on all aspects of the service to ensure compliance with monthly reporting arrangements and provide management with the information it requires enabling monitoring performance and ensuring service standards in accordance with council policy and current legislation.
- Work closely and liaise with key partner agencies, to ensure the necessary support packages needed across services to enable tenants to access and sustain accommodation are in place; and that timely and appropriate information is shared to prevent homelessness / rough sleeping.
- Contribute to the production and publication of information leaflets and other materials relating to the Rapid Rehousing Support service and local homelessness and rough sleeping action plans.
- Assist in carrying out bi-monthly rough sleeper counts and estimates, and undertake Streetlink, NSNO and SWEP responses / data monitoring.
- Link into wider homeless projects and resources as necessary across Cumberland Council to address wider needs / issues affecting rough sleeping and repeat homelessness.
- Undertake such other duties that are required from time to time and are commensurate with this position; including supporting the wider team in dealing with any emergency situations as and when required.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• None
Staff Management Responsibilities	• None
Other	• None

Essential Criteria - Qualifications, knowledge, experience and expertise

- 4 GCSEs at 9 to 4 grade or above (or equivalent including English and Maths)
- Relevant qualification or experience and knowledge of rough sleeping and current homeless legislation
- Evidence of Continued Professional Development (CPD)
- Experience of providing specialist housing / homelessness services and housing options
- Experience and knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation
- Experience of drafting, agreeing, and reviewing case files and plans; including providing appropriate interventions for residents and liaising with other professionals to deliver results
- Knowledge and understanding of homelessness legislation and all relevant national quality standards

- Knowledge of partnership working with a variety of agencies
- Knowledge of the Welfare Benefits system and issues around entrenched rough sleeping
- Clear commitment to ED&I in relation to the delivery of services to people experiencing homelessness
- Awareness of confidentiality and data protection issues
- Detailed understanding of Government agendas surrounding Crime and Disorder Act 1998, Homeless Reduction Act 2017, and Rough Sleeper Initiatives
- Ability to effectively screen and prioritise referrals in the implementation of multi-agency packages of support
- Computer literate in MS Office packages (Word/Excel) email and internet usage
- Good communication skills both written and orally with both internal and external colleagues/ partners
- Commitment to highest levels of service delivery
- Confident and tactful
- Ability to listen, question and challenge sensitively

Disclosure and Barring Service – DBS Checks

- This post requires does require a DBS check.
- The level of check required is:
 - DBS Enhanced - Children & Adults

Job working circumstances

Emotional Demands	Dealing with service users who may be distressed/ disadvantaged; role often deals with distressing situations
Physical Demands	Occasional increased physical demands (e.g. assisting in moving belongings / furniture, clearing out properties etc.)
Working Conditions	Dealing with service users who may be upset, abusive or display aggressive behaviour

Other Factors

- Lone working
- Driving Licence / ability to travel across Cumberland
- Able to carry out physically and emotionally demanding work
- Enhanced DBS Disclosure
- Ability to work flexible hours within the normal working week
- Able to travel throughout Cumbria and outside the area to undertake duties
- Cover for other co-ordinator / officers as and when required
- Work is dispersed including office and other establishments
- Collaborative working in multi-agency partnership environments